

# Appvibe Incident Management

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# Overview of Features

# Key Features

Appvibe Incident Management is a powerful Jira app designed to monitor incidents, report critical issues, and track resolution statuses to streamline incident response processes. By integrating seamlessly with Jira, it facilitates improved communication and coordination among teams, enhancing their ability to manage and resolve incidents swiftly and efficiently.

Customer feedback is vital for refining incident response strategies and improving overall service quality. By capturing and analyzing feedback, teams can identify patterns, uncover root causes of recurring issues, and implement preventive measures. This proactive approach contributes to more robust incident management and fosters trust with stakeholders by demonstrating a commitment to continual improvement.

- **Feedback Submission:** Capture feedback seamlessly through Jira issues and dedicated forms.
- **Organized Views:** Use tags, filters, and saved views to sort and prioritize feedback efficiently.
- **Direct Jira Integration:** Link customer feedback to Jira issues, ensuring actionable follow-ups.
- **Customizable Layout:** Add, remove, or rearrange columns to suit your team's feedback tracking needs.
- **Activity History:** Maintain a clear log of actions and updates made to each feedback record.

Appvibe Incident Management empowers your team with the tools needed to respond effectively to incidents while learning continuously from user feedback. By leveraging its robust features, teams are well-equipped to enhance incident management practices and drive improvements in service delivery.

# Getting Started

# Installation

Incident Management is a Jira app designed to streamline and enhance workflows related to resolving incidents. Follow these steps to install and enable the app.

## Step 1:

Log in to Jira. Ensure you are logged in with Admin privileges.

## Step 2:

Open the Atlassian Marketplace. In Jira, click on Apps → Explore more apps to open the Marketplace.

## Step 3:

Search for **Appvibe Incident Management**. Use the search bar to find the app.

## Step 4:

Install the App. Click Get app or Try it free. Confirm the installation and grant the required permissions.

## Step 5:

Once installed, go to Manage Apps in the Admin section to ensure it's enabled.

After completing these steps, you can find a link to Incident Management under the Apps section in the menu on the left side of the screen. This installation will help you manage incidents more efficiently within your Jira environment.

# Configuration

# Setup and Customization

Navigating the configuration and setup of the Appvibe Incident Management app in Jira is straightforward. Access this functionality by navigating to **Manage Apps**, locating the app, and clicking on the **Configuration** button. This will redirect you to the configuration page, where you can set up roles and permissions, view system fields, add custom fields, and configure conditional formatting.

## Roles and Permissions

The Appvibe Incident Management app supports three roles:

1. **Admin:** The super role with access to all configuration and setup features.
2. **Editor:** Allows full access to update and view Incident Management data.
3. **Viewer:** Grants view-only access to Incident Management data without update permissions.

Administrators can assign these roles to any Jira groups from this section. By default, a Jira Administrator has access to Incident Management configuration screens.

## System Fields

The app includes predefined fields essential for Incident Management:

- **Incident ID**
- **Category**
- **Severity**
- **Resolution Status**
- **Date Reported**
- **Assigned Team**
- **Tags**

These fields form the base required for effective incident management.

## Custom Fields

For additional customization, you can define new fields. Click on the **Add Field** button to create fields with the following options:

- **Field Key:** A unique identifier for the field.
- **Field Label:** A descriptive label for the key.
- **Field Type:** Choose from Text, Number, Date, Select, or Multi-Select.
- **Required:** Determine if this field should be mandatory.
- **Sortable:** Specify if the field allows sorting.
- **Filterable:** Indicate if the field supports filtering.

## Conditional Formatting

This feature allows you to apply specific formats based on field values. Set up conditions to modify labels and highlight colors when certain conditions are met.

## Summary

By accessing the Appvibe Incident Management configuration page, administrators can efficiently manage roles, fields, and formatting to tailor the app to their organizational needs. This flexibility ensures a streamlined incident management process within Jira.



# Working With Records

# Adding and Viewing Records

Adding records to incidents in the Appvibe Incident Management app is straightforward and efficient. Whether you're working at a system, project, or Jira issue level, you can seamlessly integrate and track incident data. The process ensures that all relevant information is systematically recorded for easy retrieval and management.

When adding a record, you can input data for multiple fields, including Incident ID, Category, Severity, Resolution Status, Date Reported, and Assigned Team. Additionally, you can include tags and any custom fields you've defined to tailor the incident record to your specific needs. To begin, simply navigate to the Incidents dashboard page and click the "Create" button.

Within the Incidents dashboard, you have the capability to perform several key actions to manage and organize your incident records:

1. **Create and Manage Multiple Views**

Access the "View" dropdown at the top of the dashboard to create new views, manage existing ones, or clear a view. Note that only users with admin roles can implement changes to these views.

2. **Filter by a Column Value**

Utilize the column title icon to filter data based on your specifications. This feature is available on columns where filtering is enabled, offering a focused view of your incident records.

3. **Sort by a Column Value**

Double-click the column title to sort all records by that specific column. This functionality supports both ascending and descending ordering, enabling efficient data analysis.

4. **View Activity History**

Track all user activities that result in data modifications by clicking the three dots in the dashboard's top-right corner and selecting "Activity History." This ensures transparency and accountability within your incident management process.

In summary, the Appvibe Incident Management app offers a robust interface for adding and managing incident records. From creating tailored views to sorting and filtering data, the dashboard provides developers and project managers with the tools needed to maintain organized and precise incident documentation.

# FAQ

# FAQ

**What is the object and purpose of this app?**

The purpose of the app is to monitor incidents, reports, and resolution statuses to streamline incident response and tracking.

**What types of feedback can the app track?**

The app supports tracking Incidents, including Incident ID, Category, Severity, Resolution Status, Date Reported, and Assigned Team. You can also add custom fields for other related data you wish to track.

**How do I install the app?**

You can install the app from the Atlassian Marketplace. Navigate to the Apps section in Jira, search for "Incident Management," click "Install," and follow the prompts.

**How do I get support for the app?**

Support is available via our support page at <https://appvibe.com/support>.

# Support

# Appvibe Support

**Overview:**

We are here to help you. The Appvibe Incident Management app makes it easy to manage and access incidents within Jira. The app allows a business to monitor incidents, report on, and track resolution statuses, thus streamlining incident response and tracking.

**Support Contact:**

If you need further assistance or want to suggest additional features, you can reach us on our Support Page at <https://www.appvibe.com/support>.